

POSITION DESCRIPTION

IMPORTANT: PLEASE READ INSTRUCTIONS ON PAGES 2 and 3

OSER-DCLR-10 (Rev. 08-2010)
State of Wisconsin
Office of State Employment Relations

1. Position No. 339378	2. Cert / Reclass Request No. 16-0093	3. Agency No. 437
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4. NAME OF EMPLOYEE	5. DEPARTMENT, UNIT, WORK ADDRESS WI Department of Children and Families Division of Family and Economic Security Bureau of Working Families/Policy Section 201 E Washington Ave Madison WI 53703
6. CLASSIFICATION TITLE OF POSITION IS Business Automation Specialist	
7. CLASS TITLE OPTION (to be filled out by Human Resources Office)	8. NAME AND CLASS OF FORMER INCUMBENT
9. AGENCY WORKING TITLE OF POSITION	10. NAME & CLASS OF EMPLOYEES PERFORMING SIMILAR DUTIES
11. NAME AND CLASS OF FIRST-LINE SUPERVISOR Debra Cronmiller Human Services Supervisor	12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE PERFORMED THE WORK DESCRIBED BELOW?
13. DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> IF YES, COMPLETE AND ATTACH A SUPERVISOR EXCLUSION ANALYSIS FORM (OSER-DCLR-84).	
14. POSITION SUMMARY - PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION:	

SEE ATTACHED

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION (Please see sample format and instructions on Page 3.)

- GOALS: Describe the major achievements, outputs, or results. List them in descending order of importance.
- WORKER ACTIVITIES: Under each goal, list the worker activities performed to meet that goal.
- TIME %: Include for goals and major worker activities.

TIME %	GOALS AND WORKER ACTIVITIES	(Continue on attached sheets)
	SEE ATTACHED	

16. SUPERVISORY SECTION – TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION (See instructions on Page 2.)

- a. The supervision, direction, and review given to the work of this position is ☐ close ☐ limited ☒ general.
b. The statements and time estimates above and on attachments accurately describe the work assigned to the position.
(Please initial and date attachments.)

Signature of first-line supervisor _____ Date _____

17. EMPLOYEE SECTION - TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION

I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned my position.
(Please initial and date attachments.)

Signature of employee _____ Date _____

18. Signature of Personnel Manager _____ Date _____

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☐ P-FILE ☐ OFFICE OF STATE EMPLOYMENT RELATIONS ☐ EMPLOYEE ☐ DEPARTMENT ☐ CERT REQUEST COPY

POSITION SUMMARY

Under the general review of the Policy Section Chief of the Bureau of Working Families (BWF) Policy Section, this position is responsible for defining and implementing the business process changes that must be made to W-2 and related programs informational systems in relationship to changes in program policies and procedures, federal reporting, financial reporting, program monitoring, contracts and audits.

This position provides direction to staff and recommendations to management in the Bureau and elsewhere in the Division on system implementation and design issues; the relationship of policy to CARES; data integrity and contract compliance issues; and support for systems users including user groups and systems-related training activities. This position supports systems users including user groups and systems-related training activities. This position supports system users in the Division and local agencies, including counties, tribes, employment and training providers, and subcontractor staff.

The Information Systems Business Automation Specialist for the W-2 and related programs is responsible for translation of federal law and regulations, state law and administrative rules as well as W-2 and related programs policies and reforms into systems business requirements that need to be incorporated in the major information systems that support W-2 and related programs, including:

- Client Assistance for Reemployment and Economic Support (CARES);
- CARES Worker Web;
- Emergency Assistance Tracking System (EATS);
- Barrier Screening Tool (BTS);
- Information Eligibility and Verification System (IEVS);
- State Wage Information Collection Agency (SWICA);
- Unemployment Compensation (UC);
- Internal Revenue Services (IRS);
- Immigration and Naturalization Service (INS); and
- New systems needed to carry out program functions.

This position manages all aspects of major comprehensive information technology projects for the W-2 and related programs on behalf of the Employment Program Business Area (EPBA). This position analyzes and interprets federal and state laws and regulations, develops policies and processes, ensures that all phases of the software development life cycle are completed according to the needs of the business area, and all project management responsibilities including documenting decision-making, briefing bureau, division and department management on the status of projects, resolving conflicts between project partners, ensuring compliance with all state and federal requirements, communicating with stakeholders on complex topics and post-implementation tasks.

As a program area liaison, this position works on projects with other bureaus within the Division and other Division's including the Division of Early Child Care and Education, the Division of Management Services, as well as the Secretary's Office. This position also works extensively with other Departments, such as the Department of Health Services (DHS) and its technical staff to ensure coordination of its programs/initiatives with BWF. Incumbents in this position must use their knowledge and experience to assist the Section's employees and other experienced Program and Policy Analysts in their day to day duties.

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION

TIME % GOALS AND WORKER ACTIVITIES

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| 40% | A. | Lead business requirement analysis of business needs, processes and procedures, compliance with state and federal legislation, and operational methods of W-2 and related programs for needed IT improvements. Coordinate problem resolution with program managers to monitor, analyze, and evaluate system data to assess services provided under W-2 and related programs. Evaluate local administration of Bureau programs to identify trends, contract compliance, and resolve issues. |
| | A1. | Develop plans and tools for the evaluation of system data to assess agency compliance with their W-2 contract. Develops processes for troubleshooting, recovering, adjusting, modifying and improving business systems and provides support that minimized interruptions in the ability to carry out critical business activities. |
| | A2. | Identify and describe monitoring alternatives, strategies, and specific monitoring tasks and objectives related to contract monitoring which are critical to program operations in order to ensure that local agencies are correctly reporting data. Assist in the prioritization of these tasks and objectives. Work |

with policy and systems staff, and representatives of program agencies to develop procedures needed for each activity or objective so that the integrity and the smooth operation of IT systems is maintained.

- A3. Coordinate and/or lead contract compliance, service provision, and data validation reviews of local agencies, using information gathered from CARES and other sources in order to determine the need for fixes, changes and modifications in CARES as part of the system development life cycle to ensure that they are working and are understood by local agency workers.
- A4. Adhere to objectives and priorities of the Bureau for monitoring program compliance. Monitoring activities will be based on assessments and analysis of data and other sources including administrative and program staff.
- A5. Keep Bureau and Division management informed with the results of agency contract compliance analysis and make recommendations for improvement. Lead and partner with others making recommendations for training, monitoring, corrective action, or additional system fixes, changes and modifications.
- A6. Develop, revise and update DCF policies, procedures and systems to support DCF in the timely completion of SWICA and UC data match discrepancies.
- A7. Assist in the setting of priorities and resource allocation and identify where demand for services generally exceed available resources including training staff, policy, regional staff, or from BITS and Deloitte contractor staff and to determine which resources are needed.
- A8. Participate with management groups and other Division/Bureau policy makers in discussions to identify and analyze contract compliance issues. Recommend strategies and solutions for system related issues.
- A9. Coordinate and chair meetings and work groups of a wide variety of state and local program experts to negotiate and resolve ambiguous policies or to develop policies where they do not exist which must be finalized before systems work and compliance initiatives can be completed as a preliminary step to making system fixes, changes and modifications. Lead and partner with others to base business requirements on the resolved and developed policies.

- 20% B. Lead the development, enhancement and implementation of large, complex information automation projects and enhancements to ensure orderly and comprehensive policy development, information system updates, and program implementation..
- B1. Lead, coordinate, facilitate and participate in workgroup efforts to define general and detailed business requirements for policy implementation and compliance. Through the use of comprehensive project charters and work plans, identify key tasks, due dates and staff responsible for performing various program work activities in order to track implementation of system changes.
 - B2. Work with the Policy Section in business analysis of state and federal law, administrative rules, departmental regulations, policies and procedures, to determine compliance and local agency operational improvement. Participate in the development of implementation options; identify system development enhancement issues and prepare options for presentation to stakeholders and management.
 - B3. Identify, document and work with appropriate supervisors to resolve issues affecting project work plans, policy development and program implementation.
 - B4. Perform user acceptance testing of system modifications. Follow procedures for testing to ensure consistent results. Identify acceptance issues; coordinate the resolution of problems with system vendors, business areas, managers or Department programmer staff to ensure timelines are met. Lead the involvement of other bureau staff in testing efforts when needed.
 - B5. Develop implementation strategies and negotiate timelines involving the coordination of CARES work, written material and other communications, training, and the end users support in local agencies.
 - B6. Lead the design of new business functions that require automation in order to implement new W-2 or related programs components, reforms, and innovations, including the procurement of information

technology or services.

- B7. Complete implementation follow-up activities for significant changes and modifications to CARES. Coordinate with all CARES business areas that are stakeholders in assigned common function projects. These activities may involve desk reviews, visits to local agencies, analysis of data, and review meetings.
- B8. Partner with the Information Systems experts for the design, development, implementation and maintenance of systems. When needed, present the findings and recommendations to Bureau, Division and Secretary's Office management.

20% C. Participation in the Work Program and Analytics Systems (WPASS) Project to plan, prioritize and schedule work related to compliance with state and federal laws. Responsible for identifying and implementing changes in automation that will correct problems or improve the system for end users.

- C1. Review and interpret proposed statutes and rules and analyze their impact on information systems. Identify, describe and recommend policy and procedural alternatives and related system options.
- C2. Participate with management groups and other division policy makers in discussions to identify and analyze problems and issues. Provide options and recommendations from the system and end user perspectives.
- C3. Request system modifications, obtain estimates of the time and expense involved, and maintain effective communication with all information system vendors and Department system programmers. Follow established procedures and formats, using CATS/JIRA/JAMA to initiate and track systems work.
- C4. Participate in WPASS meetings for setting priorities for systems modifications and allocation of system vendor and Department programmer staff resources. Provide direction to policy section, management, and other stakeholders on priorities for systems work.
- C5. Identify areas where the system design can be simplified and system operation can be improved. Provide direction to Bureau and Division management on how to make the system easier to use and operate more effectively.
- C6. Establish, lead, coordinate and participate in work groups to identify areas of concern with system operation or the need to automate new policy or processes, and propose appropriate systems solutions.
- C7. Assist the Division Call Center and Training staff as needed to answer questions, investigate problems and to clarify system processes and issues. Coordinate the involvement of policy unit and training in the implementation of system changes.
- C8. Coordinate with all business areas that are stakeholders in assigned common function projects. Coordinate the planning and design of common logic to support the needs of all business areas while maintaining common technical standards.

20% D. Lead the development of policy and procedural implementation instructions and coordinate training plans.

- D1. Develop technical documentation and manual instructions, in clear, concise language for use by end users in implementation of W-2 and related programs information technology.
- D2. Develop new Process System Help text for CARES Worker Web pages, Help Screens, and WWP mainframe and update existing text in both systems as it relates directly to the administration of W-2 and related programs.
- D3. Review, edit and develop training materials for use of local agency staff on the use of W-2 information technology, system user guides and material, Operations Memos, and CARES broadcast messages.
- D4. Design/develop data reports to monitor contract performance, identify problem areas of performance, and assist agencies in taking corrective action. Ensure training material complies with federal and state laws and regulations, policy and bureau and department direction.

- D5. Develop draft descriptions of monitoring policies, reporting strategies and procedures needed for eventual system changes keeping in mind the effect on local agency operations.
- D6. Develop and make presentations regarding system issues, changes and options to advisory groups, business areas, conferences and regional/local agency meetings and work groups.

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of federal and state statutes, regulations, administrative rules, policies, and procedures related to IEVS.
2. Extensive knowledge of W-2 and Job Access Loans and knowledge of other programs related to W-2, including Emergency Assistance.
3. Knowledge of automated systems for W-2 and related programs, including systems support for eligibility determination, benefit issuance, and employment program case management.
4. Knowledge of federal fraud program rules and regulations, investigative methods and techniques, and IRS safeguarding requirements and procedures.
5. Knowledge of project management principles, methods, and practices and can develop business project plans and timelines, define milestones and deliverables, monitor activities, and evaluate and report on accomplishments.
6. Knowledge of program evaluation and continuous program quality improvement techniques.
7. Experience with the use of business objects reporting systems to prepare and publish corporate reports.
8. Knowledge and skill with basic statistical analysis.
9. Knowledge of systems development processes to enhance and upgrade existing systems.
10. Knowledge of state and local agency operations in relation to W-2 and related programs, including administrative structures and interagency relationships.
11. Knowledge of information systems including CARES and CARES Worker Web, Electronic Case File, EATS, and Webl.
12. Ability to exercise judgment and discretion in applying and interpreting administrative policies and procedures including those that require sensitivity to confidential matters.
13. Excellent written and verbal communication skills including the ability to write on complex subjects in broad policy and program areas for a wide variety of audiences both internal and external to the Division. Experience transferring technical information to a non-technical audience. This includes the ability to summarize and condense large amounts of information into clear, concise written documents.
14. Considerable knowledge of Microsoft Word and Excel applications. Working knowledge of Microsoft Access, Project, PowerPoint.
15. Ability to solve problems and resolve conflicts, negotiate agreements, and work effectively with diverse groups in small or large settings. Ability to establish and maintain effective working relationships with department staff, other state staff, W-2 agency staff and the general public.
16. Skill in negotiating agreements and developing compromise among diverse and often conflicting perspectives.
17. Have a strong desire for continuous learning and improvement.